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## TERMS AND CONDITIONS OF SALE

All prices are distributor net prices and do not include shipping, handling, taxes or installation. Prices are subject to change without notice and we reserve the right to correct errors.

DDP does not guarantee the availability of any item listed and reserves the right to discontinue or change the technical or design specifications of its products at any time without notice. Certain products listed in the price sheets have patent protection or patent pending.

Please allow six weeks for shipment of orders. To ensure accuracy and to expedite your order, please include a copy of the distributor's purchase order with your order prep.

Orders will not be accepted over the phone. Orders may be faxed or emailed to us.

### TECHNICAL ASSISTANCE

For design and technical assistance, please call 1-800-421-6815. Layouts can be faxed or emailed to us. We can assist you with your layout, make product recommendations, and answer technical questions.

### CUSTOM ORDERS

If you do not see what you are looking for, please inquire. Estimates on custom orders can be provided if detailed drawings are supplied. Allow 7-9 weeks for delivery.

### STATEMENT OF WARRANTY

All products are warranted against defects of manufacture for 3 years from date of purchase providing they have been subjected to normal use and service. Upon confirmation of a defect or failure, at our discretion we will repair or replace the item or refund the purchase price if repair or replacement is not possible or practical. Our warranty covers the product itself; we will assume no liability for labor costs, installation costs, or other losses.

Your warranty rights will be honored only when the product has been installed and used properly. DDP will not repair or replace products damaged by improper use or faulty installation.

Contact the factory for detailed warranty information.

### TERMS

50% down, 50% net 30 days with approved credit. Freight and applicable taxes will be added on invoice.

Orders will be officially released for production upon receipt of down payment.

All outbound shipments are sent Free on Board (F.O.B.) DDP. Transfer of custodial control of the material to any freight forwarder consummates the sale for F.O.B. shipments. In essence, all material is the property of the purchaser as soon as it leaves DDP's docks. All claims for damage and or non-delivery should be filed by the entity holding title to the material. We will provide the customer any assistance we can to facilitate the processing of the claim.



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### **RETURN GOODS POLICY**

Return goods require an RGA (Return Goods Authorization) number. Please fax a request to your Customer Service Representative to receive an RGA. The RGA# should be clearly marked on the outside of each carton. The specific nature of the problem must be identified for any item returned as defective. Non-defective items cannot be returned as all Emerge fixtures are produced per spec.